

VAIO-Link

Customer Service Guide



Mission Statement

"We address each individual customer issue with care, attention and respect and we seek to have every customer feel good about the experience they have had with the VAIO-Link Response Centre".

Introduction

This Customer Service Guide is intended to help you understand the services we provide to support our VAIO products and how you can benefit from those services. Detailed information on the operation of the VAIO products can be found in your Product User Guide.

Our Service Mission

It is the intention of Sony to provide you, our VAIO customers, with the best possible service. As such, the value of this service to you will further differentiate our offerings to those of our competitors. This intent is reflected in the Mission statement of the VAIO-Link Response Centre.



Service Outline

What is VAIO-Link?

VAIO-Link is a service program developed by Sony to provide you, our VAIO Customers, with a personal link to our extensive range of technical and customer support facilities. These facilities are intended to help you make the most of our VAIO product range and to provide you with the best possible service.

Service Background

Sony produces its PC based products using quality materials, with a high degree of workmanship and with a design for ease of use. Although it is Sony's goal that all customers will be satisfied with the products as purchased, it is recognised that due to the complexity of the technology, customers may from time to time encounter difficulties, which may require support and assistance from Sony. To service this need, Sony has created a service program called VAIO-Link. This program is backed up by a dedicated Response Centre and Repair operation, which is staffed by highly qualified technical and service staff. These staff are trained and mandated to provide you, our customers, with the best possible service.

Who can use VAIO-Link?

All customers who are covered by the VAIO Guarantee (1 year) will be entitled to use VAIO-Link services and to contact the VAIO-Link Response Centre for technical support, assistance or advice, without service charge (please refer to "Contact Details" for local phone rates).

VAIO Registration

Why should you register your VAIO product?

Registration is very important to us in providing you with the best possible service, as it allows us to maintain records of your PC configuration and of all contacts you have had with us over the duration of your warranty.


It also allows us to automatically provide you access to information or software updates directly relevant to your PC. In summary it allows us to personalise our service to you.

How can you register your VAIO product?

Sony VAIO-Link provides you, our customer, with a number of different ways to register your VAIO product. The process of registration involves you responding to specific questions regarding your contact details, product details and some other ancillary information.

You can initiate registration by the following means:

- 1 Accessing the registration screen on the VAIO web site, <http://www.vaio-link.sony-europe.com/>
- 2 You can phone and provide us with the relevant details as outlined in the online registration form.
- 3 Mail the registration form contained within your product documentation.

 Option 1 requires the use of your modem and a telephone connection and access through an Internet provider. Contact numbers for option 2 can be found at the end of this guide.

How do you become a Sony VAIO-Link member?

Once you have formally completed the registration process within 90 days of purchase, we will forward you a registration pack, which will include:

- 1 A Sony VAIO-Link membership card which details your customer ID number plus some key contact information;
- 2 Customer Identification labels which you can stick on your PC and your bag for ease of reference;
- 3 Additional information on Sony VAIO-Link Services.

Accessing your VAIO-Link Services

When can you access the VAIO-Link Response Centre?

For phone support, the hours of coverage for your Response Centre are:

- ❑ 07:00 - 20:00 (GMT) Monday to Friday;
- ❑ 08:00 - 17:00 (GMT) weekends and public holidays.

For E-Mail and Internet support, you can send or access our WWW site 24 hours x 7 days, however the level of response to issues submitted will be dependant on the time of receipt to the centre relative to it being within our standard hours of coverage as detailed above.

How can you access the VAIO-Link Response Centre?

In order to provide ease of access to all of our customers, VAIO-Link Services can be facilitated through 5 different mediums:

- ❑ **Phone:** National Phone numbers are provided for all countries in which our products are currently sold and service is provided in local language;
- ❑ **Fax:** National fax numbers are provided for all countries in which our products are currently sold;
- ❑ **E-Mail:** A standard E-Mail address is provided to which issues can be directly submitted;
- ❑ **Internet:** We have developed a very powerful Internet WWW site for your support which facilitates self help and allows you to directly submit issues, monitor the progress of your issues and to update those issues as you see fit. Our current WWW service is available only through English, however it is our intent to extend language coverage in the future. (For details of numbers and electronic addresses, see our contact section at the back of this guide).

VAIO Hardware Repair Services

What happens if your PC needs to be physically repaired?

Although it is hoped that the majority of issues will be resolved over the phone or via the WWW, there will be times where the resolution of a problem will require physical intervention or repair. In these cases Sony will provide a collect and return service to all of its customers who are covered under warranty. This facility is available in the country you purchased your VAIO and in some other countries of the European Economic Area. We are currently extending the geographical coverage to offer you a similar service in most countries of the European Economic Area where Sony Service Organisation will provide its best effort to fulfill your expectations.

Where field service repair is required, you will need to provide an address at which the PC can be collected and to which it can be returned. On collection, protective packaging will be provided for secure transportation. It is Sony's intention to have your PC returned to you within a maximum of 5 business days from the date of collection, a business day being Monday to Friday.

It is essential that prior to release of the PC to Sony that you backup all of your files from your hard disk, as Sony cannot guarantee the integrity of programs or data on your PC during the repair process.

Can you use your PC dealer for support?

Yes, in addition to having access to the VAIO-Link Response Centre and the VAIO WWW site, customers who are covered under warranty may also bring their PC's to their local Sony VAIO dealer from whom they purchased the PC. In this case, their dealer will try to resolve the problem directly or in conjunction with the VAIO-Link Response Centre.

Service Levels, Commitments & Escalations

What level of support will the VAIO-Link Response Centre provide?

The VAIO-Link Response Centre will respond to all issues raised by our customers in relation to their VAIO PC, including 3rd party software and hardware. As it relates to the Sony hardware, we will commit to providing a resolution to all problems as covered under warranty, through repair or replacement.

As it relates to Sony bundled software, we will strive to resolve all issues as submitted. As it relates to 3rd party hardware or software, we will provide best effort assistance, however we cannot commit to being able to resolve such issues.

Does VAIO-Link make any specific service delivery commitments?

Providing a responsive service is our priority, however due to the variety, complexity and source of problems that can occur with any PC device, we cannot offer specific time related guarantees for problem resolution. In order to deliver on our mission statement, a response in this case means providing you with an educated answer to your question, via phone, E-Mail, fax or Internet.

Are all customer issues treated on an equal basis?

It is the intention of the VAIO-Link Response Centre to deal with all customers on an equal basis. However in order to assure that we provide a consistent level of service, we do operate a priority system as regards the handling of issues, which is based on the severity of the issues as reported.



The following chart gives an outline as to the relative severity of issues as viewed by Sony. The key aspect with this system is that you, our customer, have the final say as to the relative severity assigned to your issues, remembering that if all issues are classified as severity 1, then the level of attention and the speed of resolution for all issues will be diminished.

Severity Level Definition

- 1 Critical: PC Inoperable;
 - ☐ Unable to Access Hard Disk;
 - ☐ Power failure;
 - ☐ Corrupt or invalid System files.
- 2 Serious: PC LCD Screen non operational
 - ☐ Failure of CD-ROM drive, diskette drive or Com/IO ports;
 - ☐ Serious Operating system problem.
- 3 Moderate: Issue affects the day to day operability of product in a limited manner;
 - ☐ Failure of hardware/Software component..eg.. modem, application;
 - ☐ Acceptable workaround available to serious/critical issue.
- 4 Low: Information requests - General inquiries.

If unhappy with the way your issue is being handled, can you escalate?

Yes, although the VAIO-Link Response Centre has an automated system of escalation dependant on the severity of the issue, the level of progress made and the age of the issue, we also facilitate our customers to directly escalate their issues.

Service Levels, Commitments & Escalations

The first level of escalation will be to a support analyst leader, followed by the Communications Centre Operations Manager. Again we rely on our customer's judgement to ensure that all issues are handled in a fair and reasonable manner. Escalation can be facilitated through any of our contact mediums on your request.



Your Feedback and Assistance

Is your opinion important to the VAIO-Link Response Centre?

Yes, your satisfaction with our service, your loyalty as a customer and your reference in the market are considered paramount to Sony. To ensure we are consistently in touch with your opinion, we operate a process of continuous customer evaluation. This process is managed through the random surveying of customers who have reported issues to the Response Centre.

The surveys will be performed through the mediums of phone, fax and E - Mail. We will also facilitate any customer to complete a survey through the completion of a page on our WWW site. We very much appreciate your opinion and we hope that you can help us through your co-operation in the event of being selected as a candidate for survey.

In addition to our random survey, which is performed internally, Sony will be employing an outside agency on a yearly basis to validate our performance from an independent industry perspective. Again customers for survey will be selected on a random basis and we would appreciate your co-operation if polled.

To enforce the importance of your opinion, our staff will have a significant element of their remuneration based on a system called "The Customer Dividend", which is based wholly on your satisfaction feedback.

Can you help the VAIO-Link Response Centre to improve our performance?

Yes, you can make a major difference in our ability to address your issues and our overall performance. Ways that you can help us are as follows:

- 1 Where possible try using the remote diagnostic tools and self-help on the WWW prior to contacting us.
- 2 Please also check through the trouble shooting procedures as detailed in the User manual.
- 3 When you contact us quote the product name and serial number and your case id number where the issue has been previously reported.
- 4 If you have not previously registered, please bear with us while we first register your details in our customer database.
- 5 Have a reasonably clear definition of your problem (see user guide for key parameters).
- 6 Detail any specific changes you have made to the PC system and/or applications running on the PC and/or peripheral devices connected to the PC.
- 7 Provide any other ancillary files or data as requested.

Contact Details

How can you contact the VAIO-Link Response Centre?

As previously stated, Sony provides 5 different mediums by which you can contact the VAIO Response centre. The following are the specific contact numbers and addresses.

New Contact numbers will be added as business develops. Details of these will be provided in the registration information and on our web site.

From the UK (0.07 GBP/min):*

Phone	0870 240 2408
Fax	0870 240 2409

From Ireland (0.007 to 0.8 IEP/min):*

Phone	01 407 3040
Fax	01 407 3050

From France (1.2 FRF/min):*

Phone	0 803 33 33 00
Fax	0 803 34 27 37

From Germany (0.24 DEM/min):*

Phone	0180 577 67 76
Fax	0180 598 79 88

From Austria (3.52 ATS/min):*

Phone	0179 56 73 33
Fax	0179 56 73 67

From Switzerland (German) (0.1 to 0.3 CHF/min):*

Phone	01 800 9300
Fax	01 800 9400

From Switzerland (French) (0.1 to 0.3 CHF/min):*

Phone	01 800 9700
Fax	01 800 9800

From the Netherlands (for local call rates please consult your phone company):

Phone	020 346 9303
Fax	020 346 9505

E-Mail Address

support@vaio-link.sony-europe.com

WWW Address

<http://www.vaio-link.sony-europe.com/>

* Prices VAT included. Subjects will be updated from time to time without notice.